

Cloud Backup for Microsoft 365, Dynamics 365, & Power Platform

Service Definition Document

G-Cloud 15

INTRODUCTION

This service definition document for G-Cloud 15 explores AvePoint's Cloud Backup for Microsoft 365, Dynamics 365, & Power Platform. Below you will find information about how to use this document, it is important to read the guidance to ensure you find the information that you need quickly and easily. This document contains information regarding the solution, its functionality and key benefits, commercial information, our service commitment to you and other relevant information.

1.1 DOCUMENT SECTIONS

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about Cloud Backup, the key features and benefits, functional requirements, technical information, and high-level commercial information plus links to further reading.

Section 2 - [G-Cloud Alignment Information](#) details how Cloud Backup and AvePoint align with the G-Cloud buying process and provides typical information to help you understand how to buy, consume our services, and how to leave our services should the need arise.

Section 3 - [About Our Company and Our Services](#) provides information specific to AvePoint and how we work and meet today's challenges in the Public Sector.

Section 4 - [Appendices](#) provide supplementary service information referred to throughout this document.

1.2 HOW TO USE THIS DOCUMENT

This service definition document is an active document which means you can click on the links we provide to move around the document and to AvePoint's Website, viewing only those specific sections relevant to you.

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2 SECTION 1: SERVICE INFORMATION

2.1 SECTION INTRODUCTION

In this section you will find information regarding AvePoint's Cloud Backup for Microsoft 365, Dynamics 365, & Power Platform solution (BaaS). This section explores BaaS and how it meets market challenges, functional and technical information, and further commercial details relevant to Administrators, IT Staff and Management alike.

2.2 CLOUD BACKUP OVERVIEW AND ASSURANCE

The challenges

Microsoft 365 comes with a 99.9% guaranteed uptime service level agreement (SLA), to ensure your users have access to their sites, mail, documents, and other resources. To address granular backup and restore requirements, Microsoft performs a data backup of your sites and content every 12 hours and retains this data for up to 93 days – depending on the Microsoft 365 service.

For organisations that require more aggressive backup objectives for their business-critical data, need to meet stringent data retention requirements by storing copies of data outside the Microsoft trust, and wish to perform app-aware granular recovery of calendars, documents, conversations, records, metadata, tasks, posts and more on their own terms, a third-party solution is required.

Key Benefits

AvePoint Cloud Backup for Microsoft 365 gives organisations the power to meet aggressive recovery point and time objectives (RPOs and RTOs), according to organizational Service Level Agreements (SLAs) to satisfy data protection and retention requirements.

Own your own SLAs.

- Improve RPO with up to 4X backups daily (backup every 6 hours), and improve RTO, with full fidelity app-aware granular restore of Microsoft 365 data, configurations and more
- (Optional Add-On) Leverage express recovery points powered by Microsoft 365 storage in SharePoint Online, OneDrive for Business to further improve RPO and perform mass data recovery in need of a major data loss incident.

Own your data.

- Maintain full access and control over your backup data, not just what's in your Recycle Bins. Need to store backup files for longer term? No problem! Compress and Encrypt on the storage platform of choosing.

Recover on your terms.

- You select what and where. Need access to a backup from more than two weeks ago? Need access to files during any service disruption? Perform in place restores for granular objects or

content, without overwriting valuable data since the last backup or having to go through Microsoft Support. Perform out of place restores for temporary access via UNC path for local access!

Further information regarding Cloud Backup can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/>

2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Backup include:

- Automated Backup – Indicate which Microsoft 365 service needs to be protected and let AvePoint take care of the rest. Meet stringent RPO requirements with backup up to every 6 hours.
- Backup App Data, CRM data and metadata in Power Platform or Dynamics 365 automatically
- Granular Restore – Restore content from Microsoft 365, SharePoint Online, OneDrive for Business, Exchange, Planner, Teams, Microsoft 365 Groups, Power Platform and more. Restore an entire site collection, site, list, library, app, item, task, document versions, and/or attachments with metadata, workflow state, and permissions fully maintained.
- Storage on Your Terms – Securely store your backup data in provided Azure Blob Block storage, or in your own cloud or data centre with a vendor of your choice – including Microsoft Azure, OneDrive, Amazon S3, Rackspace, IBM Tivoli Storage Manager (TSM), or NetApp Alta Vault.
- Security by default – Encrypt backup data by default. For added security, bring your own Azure Key Vault Encryption Key, bring your own authentication, and store on the system of your choice.
- Search and Filter to quickly locate content for restore – Based on built-in or customisable properties – including content type, owner, last modified date and time, last access time, file size, parent list type ID, parent folder name, or custom metadata fields.
- Out of Place Restores – Restore content and conversations to any mailbox, OneDrive, Group, or site, not just its original location.
- Offline Restores – Access data immediately or maintain an offline copy with restore directly to your file system or export your mail conversations as a PST.
- Multi-Geo Support – Backup data can be stored, retained, processed, security trimmed, and managed entirely in-country, guaranteeing data security and sovereignty.
- End User Restore – AVA, AvePoint's Virtual Assistant, is a chatbot that automatically responds to end users' chat requests to recover and restore lost content.
- Ransomware Detection – Monitor your daily changes, detect unusual activities as well as potential ransomware attack events at an early stage, investigate the issue pre-emptively, and quickly restore from a good backup point with ease.
- ReCenter Portal – A self-service, simplified portal where end users can easily locate and restore lost, personal data in Exchange Online and OneDrive for Business without burdening IT.

A more detailed functional specification can be found at:

<https://www.avepoint.com/uk/products/cloud/backup/>

2.2.2 Service Non-Functional Capabilities

AvePoint provides a number of non-functional capabilities:

- As Cloud Backup is delivered in a SaaS model, no infrastructure or storage provisioning is required for deployment.
- Cloud Backup is activated with a license key, so you can be fully operational quickly.

- Cloud Backup comes with AvePoint's Premier support and maintenance, which includes 24/7 and multi-channel support. Further information can be found in Section 3.2.4
- As a member of the Microsoft 365 TAP program, and a Certified Microsoft AI Cloud Partner, AvePoint is granted early access to the latest features and APIs from Microsoft, so we can test compatibility ahead of releases, and make updates as required.
- AvePoint continually invests in product development, releasing updates as often as once per quarter, to support new or updated functionality and Microsoft APIs.

Further information regarding other AvePoint Online Services solutions can be found in Section 4.4 of our Service Portfolio.

2.2.3 Information Assurance

The Cloud Backup platform is built on top of Microsoft Azure, which meets many international and local compliance and privacy standards. For more information, please visit <http://azure.microsoft.com/en-us/support/trust-center/security/>

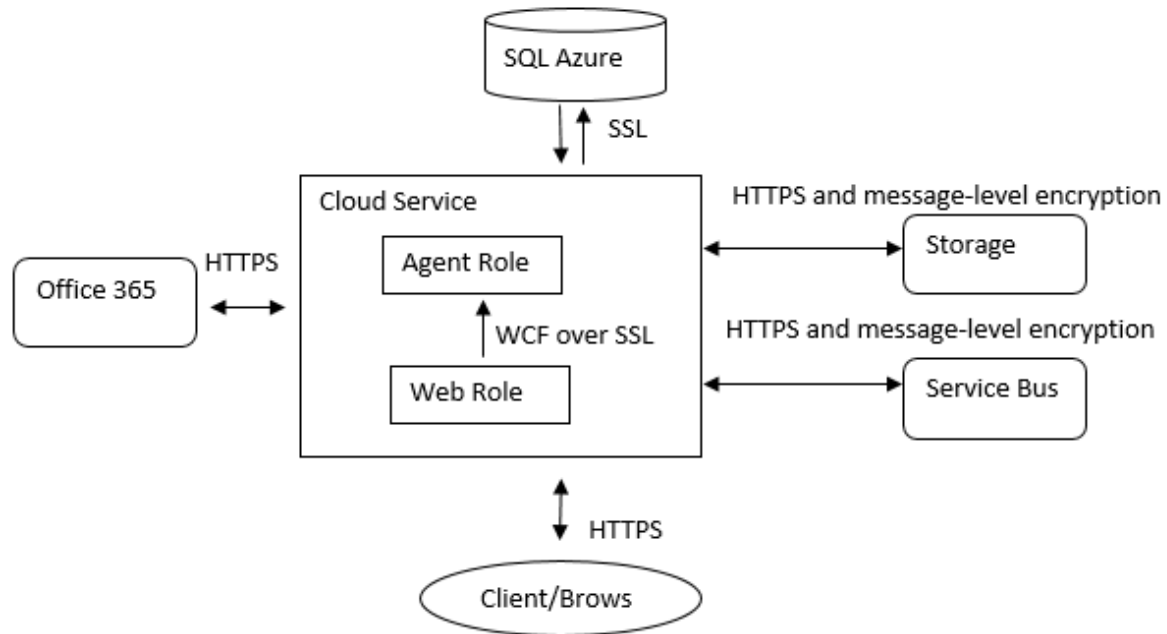
2.3 SECURITY

When users access Cloud Backup, users can select single sign-on using their Microsoft 365 account. When this option is selected, the user is redirected to Microsoft 365 to enter their credentials. The authentication is provided by Azure Active Directory, which also supports multi-factor authentication for an added security layer.

In addition, Cloud Backup can be security trimmed so that when users are in Cloud Backup they will only be able to access features that they are allowed to.

2.3.1 Secure Encrypted Connection from the Client to the Application

All communication between the client and application are secured over HTTPS. Data security in Cloud Backup System communication is guaranteed via HTTPS and message-level encryption. The details of the process can be seen in the following flowchart:



2.4 BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

AvePoint cloud software is hosted across Microsoft Azure Infrastructure and currently operates out of 14 Microsoft Data Centres.

All precautions are taken to ensure business continuity, including but not limited to leveraging Availability Sets, failover environments, etc.

AvePoint aims that Cloud Backup shall have an uptime of not less than 99.9% per year resulting in a AvePoint product downtime ("AvePoint Downtime") of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

2.5 TECHNICAL REQUIREMENTS

Technical requirements including browser support, supported cloud storage, integration with Cloud Backup and more is available in the Cloud Backup user guide which can be found at:

<https://avepointcdn.azureedge.net/assets/webhelp/avepoint-cloud-backup-for-office365/index.htm>

<https://cdn.avepoint.com/assets/webhelp/avepoint-cloud-backup-for-dynamics365/index.htm>

<https://cdn.avepoint.com/pdfs/en/brochures/Cloud-Backup-for-M365-Power-Platform-Product-Brochure.pdf>

2.6 SERVICE PRICING

In this section you will find an introduction to all the types of charges that you may incur in consuming Cloud Backup.

This section introduces the commercial models and options available for both Software and supporting services and other costs that you may need to consider as part of your budget evaluation.

2.6.1 Service Provision Pricing

Below are the key high-level points regarding pricing for Cloud Backup. Further information can be found within the Pricing Document.

Cloud Backup Software

- Cloud Backup pricing has been discounted for all UK Public Sector organisations
- Cloud Backup pricing is based on a subscription model and is licensed on a per user per month basis.
- Cloud Backup licenses are based on the total number of Microsoft 365 CALS within your organisation
- Subscription pricing is based on a sliding scale of users.
- The support level included is AvePoint's Premier level support, further information can be found in Section 3.2.4 General Support Details
- Minimum subscription contract length is 12 months.

AvePoint Professional Services

Professional services are not mandatory, however, AvePoint provide packages to support our customers' requirements. AvePoint professional service information can be found on G-cloud 15, Cloud Support, Setup and Migration.

2.6.2 On-Boarding Charges

Once the License has been purchased, there are no further on-boarding charges from AvePoint. However, you will need to consider:

- The software solution integrates with Microsoft 365 but AvePoint do not provide Microsoft 365 licenses, these must be procured with Microsoft separately.

2.6.3 Off-Boarding Charges

There are no off-boarding charges following the end of a subscription purchase of Cloud Backup.

2.6.4 Termination Charges

There are no termination charges following the completion of the Cloud Backup subscription service.

Further information relating to AvePoint Software and Services Terms and Conditions can be found at

[https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\)
.pdf](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.)pdf)

3 SECTION 2: G-CLOUD ALIGNMENT INFORMATION

This section provides information regarding AvePoint and our alignment with the G-Cloud.

3.1 ON-BOARDING AND OFF-BOARDING PROCESSES

3.1.1 On-Boarding

Once you have decided to Award a contract to AvePoint, the general principles for on-boarding are as follows:

- Contact AvePoint with the following information:
 - o Total number of Cloud Backup subscriptions required (1 Microsoft 365 license = 1 Cloud Backup)
 - o Out of the total number of subscriptions required, are any Student subscriptions (and if so, how many)
 - o State whether the subscription is for 12 or 24 months
 - o State the name and email address of who the subscriptions should be sent to
 - o State the name and email address of the procurement contact responsible for the purchase
- Once received, a representative will be assigned and will reach out to you to make the order process as simple as possible for you.
- Once the order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance at AvePoint
 - Upon acceptance, the license and software collection information will be emailed to you.

The above process from receiving the order request (including the required information) to subscriptions delivery typically takes 3-5 working days. Your subscription will begin upon email and delivery of the service.

3.1.2 Off-Boarding

The general principles for off-boarding are as follows:

- Within a 60-day period of the subscription renewal, you will be contacted by the AvePoint Renewals Team to discuss your renewal
- Should you decide not to renew, access will be granted to Cloud Backup until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to Cloud Backup

3.2 SERVICE MANAGEMENT DETAILS

3.2.1 Technical Boundary

AvePoint solutions are limited to the overall boundaries of Microsoft 365 and therefore we cannot break any Microsoft 365 rules such as number of document versions.

3.2.2 Support Boundary

AvePoint provides a Premium Maintenance support service. High level details can be found in Section 3.2.4 below. More detailed information can be found www.avepoint.com/uk/products/support or attached to this Service listing as Software, Support, and Professional Services documentation.

3.2.3 User Authorisation and Roles

Upon purchase the license will be emailed to the requested person who will have full access to the features.

However, the solution itself can be security trimmed to allow different users to access different areas / functionality of the product. Therefore, many varied users can safely access and use the solution to perform the tasks they require.

3.2.4 General Support details

The key support details and features of Premier Maintenance are as follows:

Support Program Features

Support Level	Premier Maintenance
Support Channels	Email, Web Support Ticket, Phone and Web Conferencing
Support Hours	24 hours / day, 7 days / week
Email/web support ticket response time	Based on Issue Severity, with priority handling within Issue Severity Level

Support Ticket Response Times

SUPPORT TICKET RESPONSE TIMES Issue Severity	Issue Description	Email and Web Response Time	Phone Response Time*
Low	☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for enhancement	48 hours or less	Immediate
Medium	☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on operations	24 hours or less	Immediate
High	☐ An issue affecting production environment at a major level ☐ Production environment is operational, but platform activities are limited ☐ Long-time adverse effects can lead to productivity being hindered	4 hours or less	Immediate
Very High	☐ Platform activities on production environment are completely inoperable ☐ Major restoration or project is at a mission-critical state ☐ Severe impact on business operations	2 hours or less	Immediate

Product releases included in support

Product Release	Premier
Hotfixes	Yes
Cumulative Update	Yes
Service Pack	Yes
Platform Upgrade	Yes

Further, more detailed support information can be found at www.avepoint.com/uk/products/support

3.3 SERVICE CONSTRAINTS

3.3.1 Planned Maintenance

AvePoint communicates its planned maintenance via the home page of our Online Services portal so that customers are always up to date. An example screenshot of this can be seen in Appendices 1.

As AvePoint Online Services is a global platform, hosting all Cloud products, AvePoint cannot guarantee that planned maintenance will be out of GMT working hours, however, for planned maintenance activities, it is expected that you will receive no disruption to your service.

3.3.2 Emergency Maintenance

For emergency maintenance, depending on the urgency of the issue, emergency maintenance windows are decided upon by the Operations teams to ensure minimal service interruption to our customers.

In the very rare case, a critical security issues is identified, it is possible that emergency maintenance may occur with less notice than the regular maintenance window announcement period and outside normal maintenance windows.

3.4 SERVICE LEVELS

AvePoint aims that Cloud Backup shall have an uptime of not less than 99.9% per year resulting in a AvePoint product downtime ("AvePoint Downtime") of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

3.4.1 Financial Recompense

Should AvePoint fail to meet the committed uptime, AvePoint will not grant a financial recompense.

3.5 INVOICING PROCESS

Invoices will be issued annually in advance following receipt of order and then again at the annual anniversary for multi-year terms. Payment terms will be 30 days.

3.6 TERMINATION TERMS

The subscription period is between 12 and 24 months. Specific termination terms and clauses can be found at attached as Software, Support, and Professional Services documentation.

3.7 DATA RESTORATION/STORAGE MIGRATION

Cloud Backup is designed to auto scale based on performance and ensure resiliency within the application; as data is not geo-replicated to other Azure data centres, but leverages Zone Redundant Storage, outages at the Azure platform level would cause a degradation in service. In these cases, we would be able to leverage compute resources in another of the currently supported data centres that our services are operated from to provide access to the data.

3.8 CUSTOMER RESPONSIBILITIES

The contractual customer responsibilities and obligations are covered within the Order Form (Call off Contract) with Cloud Backup, however, further information regarding AvePoint Master Software License and Support Agreements can be found at in the Call off Contract and master agreement and in the terms and conditions document published in G-Cloud.

4 SECTION 3: ABOUT OUR COMPANY AND SERVICES

In this section you will find details about our company and what we do.

4.1 ABOUT AVEPOINT

In today's rapidly evolving digital landscape, the office is everywhere. Generative AI is revolutionizing productivity and innovation. Collaboration needs to be seamless, secure, and intelligent to keep up. AvePoint empowers organizations to confidently embrace this future of work. Our solutions bring data together, build transformative processes, protect against breaches, and optimize data governance so you can remain agile and competitive. We are builders and innovators who are passionate about simplifying collaboration, securing your digital workplace, and unlocking the potential of AI.

More than 9 million cloud users rely on our solutions. Our SaaS solutions are also available to managed service providers via more than 100 cloud marketplaces, so they can better support and manage their small and mid-sized business customers. Founded in 2001, AvePoint is a five-time Global Microsoft Partner of the Year and headquartered in Jersey City, New Jersey. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

AvePoint is a Microsoft AI Cloud Partner and has won partner of the year historically 5 times. As one of the very first Microsoft SharePoint Independent Software Vendors (ISVs) since the platform first debuted in 2001, we are proud to be a strategic sales and technology partner.



*AvePoint is proud to be a Microsoft Syntex and 365 Backup Storage partner representing the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure our products are specifically geared to integrate seamlessly with the Microsoft 365 technology.

4.2 WHY CHOOSE AVEPOINT?

As described in section 4.1, AvePoint are the Microsoft Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside

Microsoft and our customers, we have developed a vast array of solutions to meet the ever-evolving market challenges.

This has been witnessed and rewarded with a number of high-profile rewards. One of AvePoint's true differentiators is our philosophy to work with our customers, building relationships and meeting their needs, today and into the future. Our belief is that you are not just committing to a software purchase but buying into a relationship which truly sets us apart from our competitors.

Specifically, to the UK Public Sector, AvePoint has been in operation within the UK market for over 10 years delivering solutions across Central Government, Local and Regional Government, NHS, Higher Education, Blue Light and Not for Profit organisations.

Whilst every Public Sector customer is unique, the challenges they face are often similar; do more for less, lower TCO, consolidation and Cloud are common terms we hear across our customer base.

From listening to customers and applying our experience, AvePoint has delivered solutions that truly meet market challenges and will continue to do so into the future.

4.3 WHY CHOOSE AVEPOINT'S SERVICES?

Customers enter a relationship with AvePoint built around AvePoint's experience and trust to meet their requirements. Below are some highlighted points as to why you should choose Cloud Backup, and join the more than 9 million Microsoft 365 users to date:

- AvePoint Online Services, featuring Cloud Backup, Management, Archiving, Insights, Governance, and Compliance, is the first 100% Azure – hosted, Software as a Service platform for Microsoft 365.
- As AvePoint Online Services is a SaaS platform, no additional infrastructure is required, and you receive the latest product updates automatically. Easily add additional functionality through the same platform by just applying additional license keys as you purchase them.
- AvePoint Online Services products' pricing has been discounted to deliver better value to our Public Sector customers
- AvePoint 24/7 Live Customer Support is unrivalled in the marketplace.

4.4 AVEPOINT SERVICE PORTFOLIO

In addition to Cloud Backup, AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

AvePoint Migration Platform

Migrate content to Microsoft 365 and evangelise the benefits that cloud computing can deliver. AvePoint Migration Platform can migrate content from source systems such as SharePoint on-premise, File Systems and Networked File Shares, EMC Documentum, Lotus Notes, Open Text Livelink, Exchange Public Folders, and Lotus Quickr. Migrate Email, G-Suite, Box, Dropbox, and Slack into Microsoft 365, or Teams and Groups (along with mail and files) across Microsoft 365 tenants.

Further information can be found at <https://www.avepoint.com/uk/products/hybrid/office-365-migration/> or contact sales@avepoint.com

AvePoint Cloud Management for Microsoft 365

A complete toolkit for Microsoft 365 Management and Administration allowing you to manage, move, and maintain your business critical Microsoft 365 content. AvePoint Cloud Management simplifies Microsoft 365 management and administration for SharePoint Online and OneDrive for Business.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/management> or contact sales@avepoint.com.

AvePoint Cloud Governance for Microsoft 365

Implement an extensible governance strategy that empowers users, is easy to maintain, and scales as your organization grows with Microsoft 365 Teams, Groups, Sites, and Communities. By giving business owners oversight into provisioning as well as content and permissions management, your information architecture is developed according to how your business works.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/office-365-governance/> or contact sales@avepoint.com.

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Groups, SharePoint, and Viva Engage Communities, Power Platform apps, flows, and reports? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing digital workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organise, understand, and centrally access your assets. Even curate workspaces hubs for easier navigation and management.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/myhub> or contact sales@avepoint.com.

AvePoint Policies and Insights for Microsoft 365

PI makes it easy to run tenant-wide security reports. But how do you know if there's an issue? PI aggregates sensitivity and activity data across your tenant, so your critical issues are prioritized for action. Then, edit in bulk, and set policies to be enforced automatically.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/policies-insights-microsoft-365> or contact sales@avepoint.com.

AvePoint Opus

AvePoint Opus provides advanced digital information management capabilities, both electronic and physical, designed to facilitate the automated classification, retention, archiving and eventual disposition of content by centrally configuring business rules and enforcing them globally across Microsoft 365 SharePoint Online, Teams, and Group Sites, and OneDrive for Business.

AvePoint Opus supports the capture and management of content from the time of creation, ensuring the information remains useful and accessible across the information lifecycle. Information management business rules such as classification and retention and disposal can be applied without end user intervention to manage the information through to its eventual end of life. Content can be transferred to secondary storage or archival facilities and additionally can be converted to long term preservation formats in compliance with information management policies as required.

AvePoint Opus removes the burden from end users to perform traditional records management tasks. The solution drives automation in line with organisational requirements so that information management tasks can be performed in the background without the user being aware they are occurring. This drives user efficiency and organisational productivity while also ensuring that compliance with information management requirements becomes integrated with day to day working practices.

Further information can be found at [AvePoint Opus | Advanced Information Lifecycle Management | AvePoint United Kingdom](#) or contact sales@avepoint.com.

AvePoint Confide Virtual Data Room

Enterprise data security is always a top concern, but when you're working on hyper-sensitive projects such as M&A, audits, IP management, and more, the stakes are that much higher. Any security breach could be catastrophic. So how can you enable cross-functional teams—both internal and external—to collaborate securely? Confide can help.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/confide> or contact sales@avepoint.com.

AvePoint EnPower for Microsoft 365

AvePoint EnPower provides centralised management, reporting, and governance across Microsoft 365, Power Platform, Copilot and Agentic AI, designed to meet the compliance and security needs of UK public sector organisations. It simplifies administration by offering visibility into user and agent activities, permissions, and data usage, reducing risk and ensuring accountability. With robust role-based access controls and automated policy enforcement, EnPower helps teams manage collaboration environments efficiently while maintaining transparency and control across the entire Microsoft 365 and Power Platform tenant. Whether your organization has one or multiple tenants of Microsoft 365, the integration of services behind it has created complexity on how IT can control and secure what each administrator can see and do. Take back control and empower IT to work faster and get more done with AvePoint EnPower.

Further information can be found at [AvePoint EnPower for Efficient SaaS Operations Management | AvePoint](#) or contact sales@avepoint.com.

AvePoint Cense for Microsoft 365

Not sure whether you're under- or over-assigned Microsoft 365 licenses? Having difficulty aligning your total license costs with business units, departments, or regions? Cense can help. Delegate control to regional, department, or unit budget holders to avoid IT bottlenecks. Gain insights and report on license

consumption and associated costs, so you can better allocate licenses and create budget and IT alignment.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/cense-license-management> or contact sales@avepoint.com.

AvePoint Fly for Microsoft 365

Move, migrate, or restructure cloud content in Microsoft Teams and Microsoft 365. Migrate unlimited data easily and with full-fidelity. Fly enables you to simply login and begin your next move. Built in discovery, mapping, and scheduling enable you to clean up or clean out data and reach your goals on time and within budget.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/fly> or contact sales@avepoint.com.

AvePoint Cloud Backup for Google Workspace

AvePoint Cloud Backup protects the critical workspace data in your Google cloud. Our 100% SaaS solution backups your Gmail, contacts, calendars, and drives automatically, up to 4 times a day! Your data is encrypted by default and stored in our secure cloud storage. Restore on-demand for any-time access and fast recovery from errors, attacks, and failures.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/backup/google-workspace-backup> or contact sales@avepoint.com.

AvePoint Cloud Backup for Azure

Organizations and employees continue to navigate the shifting challenges presented by hybrid work and moving to the cloud. The productivity tools and processes intended to enhance the quality and effectiveness of collaboration may potentially introduce vulnerabilities either through human error or malicious attack. As teams continue the transformation into the Modern Workplace, organizations can mitigate risk by protecting their users and business critical applications by incorporating AvePoint's Azure backup solution into their disaster recovery plan. Protect Microsoft Azure VMs, Settings, Entra ID, Storage, and so much more with the leading IaaS and PaaS backup from the industry's top SaaS backup vendor.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/backup> or contact sales@avepoint.com.

AvePoint Professional Services

AvePoint recognise that customers are not necessarily experts in AvePoint Software. AvePoint Consulting Services (ACS) are a team of professionals with many years of experience of training, deploying and configure AvePoint Software.

For further information, contact sales@avepoint.com

4.5 HOW TO BUY AVEPOINT'S SERVICES

AvePoint has aimed to make the purchase process as easy as possible through comprehensive service descriptions, clear pricing structures, simple purchasing processes and further descriptions below. However, should you require any clarification please contact sales@avepoint.com.

4.5.1 The Award Process

AvePoint are the best placed software supplier to meet your business requirements for the Migration, Management and Protection of Microsoft 365. We believe this because:

Whole life cost

Not only have we provided discounted license pricing for the UK Public Sector, but Cloud Backup is a SaaS solution meaning you do not require costly infrastructure (which you may require with other suppliers) and can take advantage of the true cost savings that Cloud can bring. In addition, Cloud Backup has been developed as commercial-off-the-shelf (COTS) software meaning only small configuration is required, allowing you to deploy and achieve ROI quickly.

Technical Merit and Functional Fit

AvePoint's Software platform have been in existence for many years and is utilised by thousands of customers, which is why we have decided to deliver our Solutions for Microsoft 365. From our experience in working with customers, AvePoint Online Services, the platform for all our Cloud products, meets common automation, management, governance and compliance challenges that exist across all organisations with Microsoft 365. This is part of the reason why our software has over 9 million users worldwide.

Service Management

AvePoint has always been known for the quality and response of our software and support services which has been extended to Cloud Backup. In addition, AvePoint architecture design and commitment to uptime expresses our confidence in providing an unrivalled solution to our customers.

Non-functional Characteristics

AvePoint's Cloud Backup solution is part of a wider Services platform with additional functionality that can simply be switched on with a license key. The additional Online Service solutions discussed in Section 4.4 provide further information about how AvePoint can assist to increase collaboration, automation and enable greater governance and compliance. Again, being COTS software, it is possible to deploy, utilise, gain true business value and achieve savings quickly.

4.5.2 Pricing AvePoint's Services

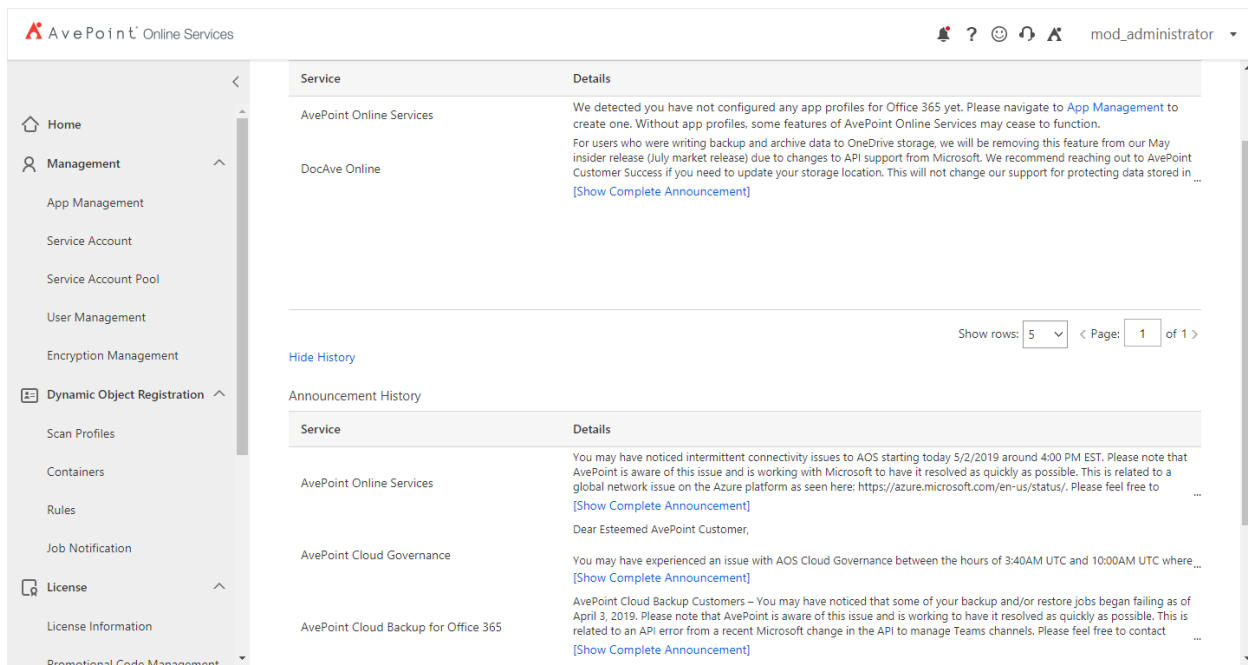
AvePoint's Cloud Backup solution delivers a high level of functional capability for an affordable, SaaS pricing model.

There is no such thing as one size fits all, which is why AvePoint's pricing for Cloud Backup is a per user per month model and is scaled depending on the number of users within your business. This means you are only paying for software that meets the size of your organisation and deployment.

In addition, to support education within the UK, AvePoint has made the decision to enable the functionality, free of charge for Students.

5 SECTION 4: APPENDICES

APPENDIX 1: PLANNED MAINTENANCE SCREENSHOT



The screenshot displays the AvePoint Online Services management interface. On the left is a navigation sidebar with options: Home, Management (expanded), App Management, Service Account, Service Account Pool, User Management, Encryption Management, Dynamic Object Registration (expanded), Scan Profiles, Containers, Rules, Job Notification, License (expanded), License Information, and Promotional Code Management. The main content area shows a table with two columns: Service and Details. The first row lists 'AvePoint Online Services' with a message about unconfigured app profiles for Office 365. The second row lists 'DocAve Online' with a message about removing OneDrive backup features. Below the table is a 'Hide History' link and a pagination control showing 'Show rows: 5' and 'Page: 1 of 1'. A second table, titled 'Announcement History', shows a list of announcements for 'AvePoint Online Services', 'AvePoint Cloud Governance', and 'AvePoint Cloud Backup for Office 365', each with a detailed message and a 'Show Complete Announcement' link.

Service	Details
AvePoint Online Services	We detected you have not configured any app profiles for Office 365 yet. Please navigate to App Management to create one. Without app profiles, some features of AvePoint Online Services may cease to function.
DocAve Online	For users who were writing backup and archive data to OneDrive storage, we will be removing this feature from our May insider release (July market release) due to changes to API support from Microsoft. We recommend reaching out to AvePoint Customer Success if you need to update your storage location. This will not change our support for protecting data stored in ... [Show Complete Announcement]

Hide History

Announcement History

Service	Details
AvePoint Online Services	You may have noticed intermittent connectivity issues to AOS starting today 5/2/2019 around 4:00 PM EST. Please note that AvePoint is aware of this issue and is working with Microsoft to have it resolved as quickly as possible. This is related to a global network issue on the Azure platform as seen here: https://azure.microsoft.com/en-us/status/ . Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 2019. Please note that AvePoint is aware of this issue and is working to have it resolved as quickly as possible. This is related to an API error from a recent Microsoft change in the API to manage Teams channels. Please feel free to contact ... [Show Complete Announcement]